

Solutions to Common Problems Using the On-Line Typing Test

There are several conditions which can interfere with an applicant's ability to successfully access the on-line typing test . The following simple solutions should resolve some common challenges an applicant may face.

- The typing test program is a Java applet (or program) that applicants download to a computer. The applet self-extracts from the applicant's PC when the applicant exits the test. Therefore, **an applicant's computer must have Java 1.1 (or higher) or Java Virtual Machine installed and enabled.**

Applicants who do not have Java on their computers may be able to download it for free at <http://www.java.sun.com>.

In some cases individuals may have an appropriate version of Java installed on their PCs, but they have disabled Java scripts from running as a security measure. Also, a computer security level for the Internet may be set above "Medium" (or a "Custom" security level) which may disable an applicant from accessing the test site.

- Web servers are occasionally taken out of service for short periods of time for maintenance, or other reasons. In these cases, applicants will see a message that the webpage is unavailable. If this occurs, applicants should **wait up to 30 minutes, and then try to resubmit or access the website.**

Please **email us** at pertyping@oa.mo.gov if you have questions about this typing test, or if you experience difficulty using the site. If you are unable to send an email, please call (573) 751-5990 and leave a voicemail message which includes your full name, your telephone number including the area code, and a brief description of the problem you experienced.

If you do not have access to the Internet or are unable to access the test, you may consider taking the test on a computer at a public library, a Missouri Career Center, a home of a friend or family member who has internet access, or the Division of Personnel at the Harry S. Truman State Office Building, 301 W. High St., 4th Floor Room 430, Jefferson City, MO.

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